



**Philippine Consulate General, Calgary**

Suite 920, 517 10<sup>th</sup> Ave SW, Calgary AB, T2R 0A8 • Tel: 403-455-9346; 403-455-9457 •  
Website: philcongencalgary.org

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**ADVISORY**

**UNDER A “NEW NORMAL,” PCG TO RESUME PASSPORT APPLICATIONS STARTING 1 JUNE 2020**

**26 May 2020, Calgary** – The Philippine Consulate General (PCG) in Calgary wishes to inform the public that it will resume acceptance of passport renewal applications on a limited basis starting 1 June 2020.

The resumption of in-person transactions for passport applications comes after the implementation of Stage 1 of the Alberta Relaunch Strategy for Calgary on 25 May 2020.

The PCG’s operations will be limited to passport applications in the meantime so it can observe physical distancing, limit to the number of people in a workplace, and other public health measures and orders prescribed by the Government of Alberta to reduce the likelihood of exposure to and spread of COVID-19.

Passport applicants are advised to observe the following:

- **“No Appointment, No Entry” policy.** Only applicants with confirmed appointments will be allowed entry. Passport appointments may be made through <https://booknow.appointment-plus.com/ykdcgsge/>
- **Suspension of walk-in policy** for senior citizens (60 years old and above), minors (7 years old and below), Persons with Disabilities (PWD), and pregnant women. Applicants from these groups may book appointments between **9:00 AM and 10:00 AM**, which the PCG will reserve for them. Bookings within this time frame made by applicants not belonging to these categories will be cancelled.
- **Pre-processing of application.** To speed up the processing of passport application on the day of appointment, applicants with bookings will be advised to submit by email the scanned copies or photos of the following documents for pre-processing purposes:
  - Completed passport application form;
  - Copy/photo of PH passport; and
  - Copy/photo of proof of immigration status (e.g. PR card, work permit, entry visa to Canada, RA 9225 documents for dual citizens).
- **Entry Pass.** Once the passport application has been pre-processed, the applicant will receive through email a confirmation of his/her appointment and an **Entry Pass** for presentation at the PCG on the day of the appointment.

- **Original documents.** Applicants are still required to bring to the PCG their original documents (e.g. passport application form, PH passport, PR card, work permit, RA 9225 documents for dual citizens) on the day of their appointment. They are also required to submit a self-addressed envelope (preferably with tracking features) to be used in mailing their new passports.
- **Temperature checks.** Applicants' temperatures will be taken prior to entry in the PCG. Those with temperatures above 38°C and are exhibiting COVID-19 symptoms will not be allowed entry.

*\* The Alberta Chief Medical Officer for Health Order No. 05-2020 signed on 25 March 2020 legally obligates individuals who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) to be in isolation for 10 days from the start of the symptoms, or until symptoms resolve, whichever takes longer.*

- **Two-meter physical distancing.** In observing this measure, the PCG will have to reduce the number of applicants in its consular transaction area at any given time. Non-transacting individuals will not be allowed entry. Applicants with small children are advised to come up with arrangements for members of their family.
- **Wearing of face masks.** Applicants must wear facemasks while inside the PCG at all times.
- **Suspension of personal collection of new passports.** The PCG will release the new passports by mail using the self-addressed return envelopes submitted by the applicants. The PCG encourages applicants to use envelopes with tracking features so they can easily track them.
- **Compliance with Centre 10 regulations.** Upon arrival at the Centre 10 building where the PCG is located, applicants are expected to comply with the building's guidelines on entry/exit points, limit on the number of people inside elevators (maximum of three), use of washrooms, and physical distancing. Hand sanitizers are available at the main lobby and on the 9<sup>th</sup> floor lobby of the building.

**In the meantime, those who wish to apply for non-passport consular documents are advised to submit their applications by mail.** Applicants are advised to refer to the PCG website [www.philcongencalgary.org](http://www.philcongencalgary.org) for guidance on submitting applications for notarization, civil registration, citizenship reacquisition/retention, NBI Form verification, and other consular services.

Under the "new normal" that the general public is now going through as a result of COVID-19 pandemic, the PCG requests its applicants' understanding for the above-mentioned measures the PCG has adopted to minimize potential health hazards for both applicants and the PCG personnel as the PCG tries to deliver prompt and efficient consular services to the public. END